

# Iowa Veterans Home

## *FY 2015 Annual Report*

**Mission:** To provide a continuum of care to Iowa's veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.

**Serving Iowa Veterans since 1887**



*Photo contributed by Garry Brandenburg*

## *About Us*

### General Information:

- Founded in 1887, under the motto "Iowa Forgets Not the Defenders of the Union."
- 566 residents, 958 employees.
- The beautiful campus spans almost 150 acres, with seven main resident care buildings.

### Admission Requirements:

- Honorably discharged veterans and/or their spouse or widow;
- Demonstrated medical need;
- Eligible for VA medical treatment.

### Cost of care:

- Eligible residents are admitted without regard to their financial status;
- Rate of payment is based on the actual cost of care and the individual's ability to pay using available resources;

### Cost of care includes -

- Nursing Care
- Primary Care Physician
- Dementia Care
- Prescription Medications
- End of Life Care
- Therapies & Services
- Mental Health Services
- Laboratory/X-Ray
- Respiratory Care
- Social Services
- Nutritional Needs
- Spiritual Care
- Recreational Activities
- Domiciliary/Residential Level of Care
- VA Medical Transport

**Iowa Veterans Home**

## *A Message from the Commandant*

It's an honor to serve as Commandant of the Iowa Veterans Home (IVH). Our staff takes great pride in striving every day to accomplish our mission: **To provide a continuum of care to Iowa's veterans and their spouses in an environment focusing on individualized services to enhance their quality of life.** We work hard every day to provide high quality care and an exceptional quality of life for our residents. We're always looking for ways to improve IVH as this is "home" for our residents.

The \$36 million renovation project of the Malloy and Dack Buildings continues to be on schedule, and residents should be moved into the newly renovated Dack Building by August 2016. The Malloy Building was completed in June 2015, and this phase allowed us to move 90 more residents into single rooms with a private bathroom and shower. We appreciate our partnership with the United States Department of Veterans Affairs and the great support we receive from the State of Iowa in funding all our renovation and infrastructure improvement projects. In 2015, the Iowa Legislature approved \$13.3 million to help us with some very important infrastructure upgrades, to include new fuel tanks, air handlers, and a laundry renovation project.

The IVH team successfully completed FY 2015, as evidenced by 2 excellent comprehensive surveys – a Recognition Survey from the U.S. Department of Veterans Affairs and an annual survey from the Iowa Department of Inspections and Appeals. These surveys identify our areas of strength and help us focus on areas where we can improve care, services, and activities for our residents. These results validate on paper the great care I know the staff provides every single day.

In FY 2016, we will continue to set the standard for high quality care and exceptional quality of life for our residents. We will work to consistently achieve deficiency-free surveys from the federal, state, and local agencies that provide regulation to protect our residents. We will continue our progress toward moving all residents into private rooms, as we believe our residents deserve this dignity. We will continue to work with our committed partners and dedicated volunteers, as they help us succeed in accomplishing our mission.

We appreciate all the support we receive from the community, veteran's organizations and auxiliaries, civic organizations, and individual Iowans who devote their time or treasure to the well-being of our residents.

I'm proud of the IVH team and the way we care for our residents. We're proud to be serving those who have served us.

*Jodi Tymeson*



visit us on our website at [www.IowaVeteransHome.org](http://www.IowaVeteransHome.org)

# Iowa Veterans Home FY15 Financials



## Expenditures:

Personnel Services	\$ 66,563,942
IntraState Reimbursements & Transfers	\$ 813,514
Professional & Outside Services	\$ 4,021,424
Food	\$ 1,794,460
Equipment, software, & computer supplies	\$ 1,466,996
Drug Costs	\$ 1,803,939
Utilities	\$ 1,311,280
Medical Supplies	\$ 925,172
Other Supplies	\$ 893,024
Equipment Maintenance & Repairs	\$ 496,253
Workers Compensation	\$ 465,132
Communications	\$ 234,864
Travel & Vehicle Depreciation	\$ 164,128
Miscellaneous	\$ 152,964
Equipment Rentals	\$ 65,294

**Total Expenditures** \$ 81,172,386

## Revenues by Funding Source:

State's share	\$ 7,594,996	9.4%
Medicaid	\$ 35,926,362	44.3%
VA per diem, drug reimbursement & CBOC	\$ 20,272,243	25.0%
Resident's Participation & Net Carryforwards	\$ 13,456,018	16.6%
Third Party Insurance	\$ 2,655,264	3.3%
Medicare Part B	\$ 1,076,518	1.3%
Other revenues	<u>\$ 190,985</u>	<u>0.1%</u>
<b>* Total Operating Costs</b>	<b><u>\$ 81,172,386</u></b>	<b><u>100.0%</u></b>

## Member Days:

Veteran Days:	174,347	83.9 %
Non-Veteran Days:	<u>33,395</u>	<u>16.1 %</u>
All Member Days	207,742	100.0%

*Average daily census: 569 (Nursing & Residential/Domiciliary)*

*Average state share for cost of care (all levels): \$36.56/Resident/Day*

## Renovation Update

Renovations continue at the Iowa Veterans Home in Marshalltown, Iowa. Dack renovations are scheduled to be completed in June of 2016 with residents moving into the new facility in August of 2016. The Dack Nursing facility will have 89 beds, to include couple suites on each unit. This building will have similar room designs as the recently renovated Malloy building.

The Malloy renovations were completed in May 2015 as residents were moved back into their new single rooms. The Iowa Veterans Home capped off a year long project with an open house event; sharing with the community members and veteran stakeholders throughout the state of Iowa. Participants were able to listen to remarks about the project and tour the newly renovated facility to witness the quality of life that our veterans and their spouses deserve.

## Capital Development

During the 2015 Legislative Session, capital funding was appropriated to the Iowa Veterans Home for required repairs and upgrades.

- \$6 million - Air Handling Units
- \$3 million - Laundry Renovation and Equipment
- \$1.8 million - New Fuel Tanks and Spill Containment
- \$2.5 million (FY17) - Sheeler/Loftus Renovation and Loftus Ramp



## FY15 Performance Measures

### Number of nursing beds filled

- Certified: 495
- Actual: 475

Percent satisfaction of IRCC teams with the involvement of MH providers in responding to concerns of resident behaviors, exacerbation of mental, emotional, behavioral and substance use problems.

- Target:  $\geq 85\%$
- Actual: 95%

Percent medication dispensing errors.

- Target:  $\leq 0.5\%$
- Actual: 0.06%

Rate of lost work days due to injury on the job

- Target:  $\leq 5.0$
- Actual: 2.2

Percent of residents with needs in areas of dental, dermatology, podiatry and orthopedics are met with IVH Specialty clinics in necessity.

- Target:  $\geq 90\%$
- Actual: 95%

The IVH Performance Plan includes measures that continually guide us toward providing the best possible care for Iowa veterans and their spouses or widows. The following information is a brief overview.

Rate of medication administration error rate per every 10,000 doses.

Target:  $\leq 1.75$   
Actual: 1.49

Percent resident satisfaction with food services.

Target:  $\geq 85\%$   
Actual: 82%

Housekeeping-Percent of work orders completed the same day.

Target:  $\geq 90\%$   
Actual: 99.99%

Percent resident satisfaction with housekeeping.

Target:  $\geq 96\%$   
Actual: 96%

Percent routine maintenance work orders that are completed within three days.

Target:  $\geq 88\%$   
Actual: 84%

Percent completion of annual maintenance plan

Target:  $\geq 85\%$   
Actual: 80%

Percent of employees attending annual education.

Target:  $\geq 99.0\%$   
Actual: 99%

Percent of residents participating in the annual flu vaccination program.

Target:  $\geq 80\%$   
Actual: 96%

Percent of employees participating in IVH annual flu vaccination program.

Target:  $\geq 80\%$   
Actual: 67%

Percent of eligible residents who received pneumonia vaccine.

Target:  $\geq 90\%$   
Actual: 98%

Please visit our website to learn about....

- Services Provided
- Admission Information
- Scheduling a tour
- Resident Life
- Volunteering & Donating
- Links to veteran data and service organizations



To plan a trip to the Iowa Veterans Home, check out the map below:



[www.iowaveteranshome.org](http://www.iowaveteranshome.org)

## Thank You

Many citizens volunteer their time to IVH, which greatly enhances the quality of life for our residents.

IVH wishes to thank the Veterans Service Organizations, community groups and individuals for providing their time, talent and donating monies to help us serve our residents.



Follow us on Facebook at <https://www.facebook.com/iowaveteranshomepage>

